

Element Performance Inspection (EPI) Data Collection Tool
1.3.7 Outsource Organization (AW)

ELEMENT SUMMARY INFORMATION

Purpose of This Element (Certificate Holder's responsibility):

- To ensure when making arrangements with other persons to perform maintenance, preventive maintenance, or alterations of its aircraft, including airframes, aircraft engines, propellers, appliances, emergency equipment, and parts thereof, the performance is in accordance with its continuous airworthiness maintenance program (CAMP), maintenance manual and the regulations of Title 14 of the Code of Federal Regulations (14 CFR).

Objective (FAA oversight responsibility):

- To determine if there were any changes in the personnel identified by the Certificate Holder as having responsibility and/or authority for the Outsource Organization process.
- To determine if the Certificate Holder follows its procedures, controls, process measurements and interfaces for the Outsource Organization process.

Specific Instructions:

- To accomplish this element performance inspection (EPI), the inspector will verify that the certificate holder is able to determine by audit or other means that the observed maintenance provider(s) (outsource organization(s)) met the certificate holder's requirements and performed maintenance in accordance with the certificate holder's maintenance manual and CAMP.

The inspector will verify that the certificate holder ensures the outsource organization employs appropriately trained, qualified, authorized, and certificated personnel, and maintains the appropriate facilities and equipment for the work being performed. The inspector should review work requests for completeness and perform a spot inspection of the actual work for compliance with the provided data. Additionally, the inspector will verify the certificate holder provides appropriate oversight to all substantial maintenance providers listed in the certificate holder's Operations Specifications, paragraph D091. This EPI outlines the qualification, control, and surveillance methodology and procedures that should be used by certificate holders seeking to qualify outsource organizations who perform substantial maintenance. Certificate holders should also consider the use of similar methodology and procedures, except for the operations specifications listing requirement, for the qualification, control, and surveillance of all other maintenance providers performing any maintenance for the 14 CFR part 121 certificate holder.

Questions 1.1 and 5 in section 1 are not the same. Question 1.1 is directed at the output, in this case the work being performed. Question 5 is directed at the Outsource Organization process. This is the certificate holder's methodology in selecting

maintenance providers.

If the outsource maintenance provider is the holder of a 14 CFR part 145 repair station certificate, the inspector should contact the principal inspector (PI) assigned to the 14 CFR part 145 repair station certificate and advise him or her of the planned inspection. Prior to visiting the repair station the inspector should review Program Tracking and Reporting Subsystem (PTRS) data and any information from the assigned PI's previous inspections of the 14 CFR part 145 repair station that may be available. This information may assist the inspector in planning their inspection activities. This EPI does not relieve the PI assigned to the repair station of performing any tests or inspections of the 14 CFR part 145 certificate holder. This inspection is to determine if the 14 CFR part 121 requirements are met for the work accomplished by the 14 CFR part 145 repair station for the 14 CFR part 121 certificate holder. After completing the individual activity report for the repair station visit, the inspector should advise the 14 CFR part 145 repair station's PI of any adverse findings, preferably in writing.

Related EPIs:

- 1.2.1 Airworthiness Release / Logbook Entry (AW)
- 1.2.2 Major Repairs and Alterations Records (AW)
- 1.2.3 Maintenance Log / Recording Requirements (AW)
- 1.3.2 Inspection Program (AW)
- 1.3.3 Maintenance Facility / Main Maintenance Base (AW)
- 1.3.4 Required Inspection Items (RII) (AW)
- 1.3.5 MEL / CDL / Deferred Maintenance (AW)
- 1.3.6 AD Management (AW)
- 1.3.8 Control of Calibrated Tools and Test Equipment (AW)
- 1.3.9 Engineering / Major Repairs and Alterations (AW)
- 1.3.10 Parts / Material Control / SUP (AW)
- 1.3.11 Continuous Analysis and Surveillance (CAS) (AW)
- 1.3.15 Reliability Program (AW)
- 1.3.16 Fueling (AW)
- 1.3.18 De-Icing Program (AW)
- 1.3.19 Lower Landing Minimums (LLM) (AW)
- 2.1.1 Manual Currency (AW)
- 2.1.2 Content Consistency Across Manuals (AW)
- 2.1.3 Distribution (Manuals) (AW)
- 2.1.4 Availability (Manuals) (AW)
- 2.1.5 Supplemental Operations Manual Requirements (AW)
- 4.1.1 RII Personnel (AW)
- 4.1.2 Maintenance Certificate Requirements (AW)
- 4.4.1 Recency of Experience (AW)
- 4.4.2 Display of Certificate (AW)
- 4.4.3 Privileges Airframe and Powerplant (AW)
- 4.4.4 Privileges and Limitations for Repairmen (AW)
- 5.1.1 Line Stations (AW)

SUPPLEMENTAL INFORMATION

Specific Regulatory Requirements (SRRs):

- SRRs:
 - 119.43(b)
 - 119.43(b)(1)
 - 119.43(b)(2)
 - 119.43(c)
 - 121.135(a)(1)
 - 121.135(b)(1)
 - 121.135(b)(2)
 - 121.135(b)(3)
 - 121.363(b)
 - 121.365(a)
 - 121.365(b)
 - 121.365(c)
 - 121.367
 - 121.367(a)
 - 121.367(b)
 - 121.367(c)
 - 121.369(a)
 - 121.369(b)
 - 121.369(b)(1)
 - 121.369(b)(3)
 - 121.369(b)(4)
 - 121.369(b)(5)
 - 121.369(b)(6)
 - 121.369(b)(7)
 - 121.369(b)(8)
 - 121.369(b)(9)
 - 121.371(a)
 - 121.371(b)
 - 121.371(c)
 - 121.371(d)
 - 121.373(a)
 - 121.375
 - 121.377
 - 121.378(a)
 - 121.378(b)
 - 121.379(a)
 - 121.380
 - 121.457(b)
 - 121.703
 - 121.703(g)
 - 121.705
 - 121.709(a)
 - D.072(c)
 - D.091
 - D.091(a)
 - D.091(b)

D.091(c)
D.091(d)
D.091(e)
D.091(f)
D.091(g)

Related CFRs & FAA Policy/Guidance:

- Related CFRs:
Intentionally left blank
- FAA Policy/Guidance:
FAA Order 8300.10, Airworthiness Inspector's Handbook, volume 2, chapter 69

EPI SECTION 1 – PERFORMANCE OBSERVABLES

Objective: (FAA oversight responsibility): To determine if the certificate holder follows its procedures, controls, process measurements, and interfaces for the Outsource Organization.

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review information listed in the supplemental information section of this data collection tool (DCT).
- 2 Review the policies, procedures, instructions, and information, for the Outsource Organization process contained in the certificate holder's manual.
- 3 Review the associated safety attribute inspection (SAI) for this element with emphasis on the controls, process measurements, and interface attribute sections.
- 4 Observe the Outsource Organization process to gain an understanding of the procedures, instructions, and information contained in the certificate holder's manual.
- 5 Discuss the Outsource Organization process with personnel (other than management) who perform the duties and responsibilities required by the Outsource Organization process.
- 6 Prior to conducting inspection activities at 14 CFR part 145 repair stations you should contact and coordinate your activities with the Principal Inspector (PI).

Questions

To meet this objective, the inspector must answer the following questions:

1. Determine whether the following performance standards were met:

1.1 Did the certificate holder's Continuing Analysis and Surveillance System detect and correct deficiencies in programs carried out by the outsource organization?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2 Were aircraft, including airframes, engines, propellers, appliances, emergency equipment, or parts thereof, released to service by the maintenance provider, maintained in an airworthy condition for operation under 14 CFR part 121?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3 Were competent personnel provided by the maintenance provider for the proper performance of maintenance, preventive maintenance, and alterations on the certificate holder's aircraft, airframes, engines, propellers, appliances, emergency equipment, or parts thereof? <i>Related Performance JTI's:</i> <ol style="list-style-type: none"> 1. Check at the outsource provider, that any person performing a required inspection for the certificate holder is appropriately certificated, properly trained, qualified, and authorized to do so in accordance with the certificate holder's manual. <i>Sources:</i> 121.371(a); 121.135(b)(19) 2. Check at the outsource provider, that any person performing a required inspection for the certificate holder is performing that inspection under the supervision and control of an inspection unit in accordance with the certificate holder's manual. <i>Sources:</i> 121.371(b); 121.135(b)(19) 3. Check at the outsource provider, that any person performing a required inspection for the certificate holder did not perform the item of work required to be inspected in accordance with the certificate holder's manual. 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

- Sources:* 121.371(c); 121.135(b)(19)
4. Check at the aircraft, for any person performing a required inspection for the certificate holder that that person did not perform the item of work required to be inspected in accordance with the certificate holder's manual.
Sources: 121.371(c); 121.135(b)(19)
 5. Check at the aircraft, for any person performing a required inspection for the certificate holder that that person is on the current list of persons trained, qualified, and authorized to perform required inspections in accordance with the certificate holder's manual.
Sources: 121.371(d); 121.135(a)(1)
 6. Check at the air carrier specified location, for any person performing a required inspection for the certificate holder that that person is on the current list of persons trained, qualified, and authorized to perform required inspections in accordance with the certificate holder's manual.
Sources: 121.371(d); 121.135(a)(1)
 7. Check at the outsource provider, that any person performing a required inspection for the certificate holder has been given written information describing the extent of their responsibilities, authorities and inspectional limitations in accordance with the certificate holder's manual.
Sources: 121.371(d); 121.135(a)(1)
 8. Check at the outsource provider, that any person performing a required inspection for the certificate holder has written information describing the extent of their responsibilities, authorities and inspectional limitations in accordance with the certificate holder's manual.
Sources: 121.371(d); 121.135(a)(1)
 9. Check at the air carrier specified location, that any person performing a required inspection for the certificate holder has been given written information describing the extent of their responsibilities, authorities and inspectional limitations in accordance with the certificate holder's manual.
Sources: 121.371(d); 121.135(a)(1)
 10. Check at the air carrier specified location, that any person performing a required inspection for the certificate holder has written information describing the extent of their responsibilities, authorities and inspectional limitations in accordance with the certificate holder's manual.
Sources: 121.371(d); 121.135(a)(1)
 11. Check at the training center, that a training program provides instructions for persons performing maintenance, preventive maintenance or inspection functions to ensure each person is fully informed about procedures, techniques, new equipment and is competent to perform their duties specific to that work In accordance with the certificate holder's manual.
Sources: 121.375; 121.135(b)(16)
 12. Check at the outsource provider, that persons (within the United States) performing maintenance or preventive maintenance functions for the certificate holder have been relieved from duty for a period of at least 24 consecutive hours within the last seven consecutive days or

<p>equivalent within the calendar month. <i>Sources:</i> 121.377; 121.135(b)(16)</p> <p>13. Check at the outsource provider, that any person directly in charge of maintenance, preventive maintenance, or alterations is appropriately certificated in accordance with the certificate holder's manual. <i>Sources:</i> 121.378(a); 121.378(b); 121.135(b)(16)</p> <p>14. Check at the outsource provider, that any person performing required inspections for the certificate holder is appropriately certificated in accordance with the certificate holder's manual. <i>Sources:</i> 121.135(b)(16); 121.378(a); 121.378(b)</p> <p>15. Check at the aircraft, that after maintenance, preventive maintenance, or alterations is performed by an outsource provider, an airworthiness release or appropriate entry in the aircraft log has been prepared prior to the operation of the aircraft in accordance with the certificate holder's manual. <i>Sources:</i> 121.709(b)(1); 121.709(a); 121.135(b)(16)</p> <p>16. Check at the outsource provider, that an adequate organization is provided for the proper performance of maintenance, preventive maintenance, and alterations in accordance with the certificate holder's manual. <i>Sources:</i> 121.365(a); 121.135(b)(1)</p>	
<p>1.4 Were adequate facilities provided by the maintenance provider for the proper performance of maintenance, preventive maintenance, and alterations on the certificate holder's airframes, engines, propellers, appliances, emergency equipment, or parts thereof?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check at the outsource provider, that adequate facilities are provided for the proper performance of inspections, maintenance, preventive maintenance, or alterations in accordance with the certificate holder's manual. <i>Sources:</i> 121.369(b); 121.135(b)(19); 121.369(b)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.5 Was adequate equipment provided by the maintenance provider for the proper performance of maintenance, preventive maintenance, and alterations on the certificate holder's aircraft including airframes, engines, propellers, appliances, emergency equipment, or parts thereof?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check at the outsource provider, that adequate equipment is provided for the proper performance of inspections, maintenance, preventive maintenance, or alterations in accordance with the certificate holder's manual. <i>Sources:</i> 121.367(b); 121.135(b)(19); 121.369(b)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.6 Was the maintenance provider appropriately rated/authorized for the maintenance, preventive maintenance, or alterations it performed on the certificate holder's aircraft, airframes, engines, propellers, appliances, emergency equipment, or parts thereof?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.7 Was current technical and administrative material for the proper performance of maintenance, preventive maintenance, and alterations of the certificate holder's aircraft, airframes, engines, propellers, appliances, emergency</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	equipment, or parts thereof, accessible to outsource provider personnel while performing their assigned duties?	
2	<p>Were the certificate holder's policies, procedures, instructions and information, contained in its manual, for the Outsource Organization process followed?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> 1. Check at the outsource provider, that an adequate organization is provided for the proper performance of required inspections in accordance with the certificate holder's manual. <i>Sources:</i> 121.365(b); 121.135(b)(1) 2. Check at the outsource provider, that an organizational chart that clearly defines a separation of required inspection functions from other maintenance, preventive maintenance, or alterations below the level of administrative control at which those functions are exercised in accordance with the certificate holder's manual. <i>Sources:</i> 121.365(c); 121.365(b) 3. Check at the air carrier specified location, for a list of persons authorized to perform any of its required inspections, maintenance, preventive maintenance, or alterations and a general description of that work in accordance with the certificate holder's manual. <i>Sources:</i> 121.369(a) 4. Check at the outsource provider, that a current list of persons trained, qualified, and authorized to perform required inspections for the certificate holder is maintained in accordance with the certificate holder's manual. <i>Sources:</i> 121.371(d); 121.135(a)(1) 5. Check at the outsource provider, that persons listed as trained, qualified, and authorized to perform required inspections for the certificate holder are identified by name, occupational title, and inspections they are authorized to perform in accordance with the certificate holder's manual. <i>Sources:</i> 121.371(d); 121.135(a)(1) 6. Check at the outsource provider, for completed work documents to ensure inspections, maintenance, preventive maintenance, or alterations performed were performed in accordance with the certificate holder's manual. <i>Sources:</i> 121.367(a); 121.135(b)(19); 121.369(b) 7. Check at the outsource provider, that a list of required inspection personnel is available for inspection by the Administrator in accordance with the certificate holder's manual. <i>Sources:</i> 121.371(d); 121.135(b)(1) 8. Check at the air carrier specified location, that a list of required inspection personnel is available for inspection by the Administrator in accordance with the certificate holder's manual. <i>Sources:</i> 121.371(d); 121.135(b)(1) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3	Were the Outsource Organization process controls followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

4	<p>Did the records for the Outsource Organization process comply with the instructions provided in the certificate holder's manual?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> 1. Check at the records repository, to ensure that completed records of maintenance performed by persons outside the certificate holder's organization include the name of the person who performed that work and a general description (or reference to data) of that work in accordance with the certificate holder's manual. <i>Sources:</i> 121.369(c)(2); 121.135(a)(1); 121.369(c)(1) 2. Check at the outsource provider, to ensure that completed records of maintenance performed by it for the certificate holder includes the name of the person who performed that work and a general description (or reference to data) of that work in accordance with the certificate holder's manual. <i>Sources:</i> 121.369(c)(1); 121.369(c)(2); 121.135(a)(1) 3. Check at the records repository, to ensure that completed records of maintenance performed by persons outside the certificate holder's organization include the name or other positive identification of the individual who approved the work performed in accordance with the certificate holder's manual. <i>Sources:</i> 121.369(c)(3); 121.135(a)(1) 4. Check at the outsource provider, to ensure that completed records of maintenance performed by it for the certificate holder include the name or other positive identification of the individual who approved the work performed in accordance with the certificate holder's manual. <i>Sources:</i> 121.369(c)(3); 121.135(a)(1) 5. Check at the records repository, for completed records of maintenance of persons performing required inspections for the certificate holder to ensure those persons were appropriately certificated, properly trained, qualified, and authorized to do so in accordance with the certificate holder's manual. <i>Sources:</i> 121.371(a); 121.135(b)(19) 6. Check at the records repository, for completed records of maintenance of persons performing required inspections for the certificate holder to ensure those persons did not perform the item of work required to be inspected in accordance with the certificate holder's manual. <i>Sources:</i> 121.371(c); 121.135(b)(19) 7. Check at the outsource provider, for completed work documents to ensure inspections, maintenance, preventive maintenance, or alterations performed were performed in accordance with the certificate holder's manual. <i>Sources:</i> 121.367(a); 121.135(b)(19); 121.369(b) 8. Check at the outsource provider, that training records of personnel performing inspections, maintenance, preventive 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
---	---	--

	<p>maintenance, or alterations for the certificate holder, verify they have been trained and qualified in accordance with the certificate holder's procedures and standards. <i>Sources:</i> 121.367(b); 121.135(b)(16); 121.135(b)(19); 121.369(b)</p> <p>9. Check at the records repository, for completed maintenance records of major repairs or major alterations accomplished by outsource organizations to determine that work was done in accordance with technical data approved by the Administrator. <i>Sources:</i> 121.379(b); 121.135(b)(16)</p> <p>10. Check at the outsource provider, that service difficulty reporting tasks required by Part 121.704 have been assigned to the certificated repair station by the Part 121 certificate holder. <i>Sources:</i> 121.704(f); 121.135(b)(16)</p> <p>11. Check at the air carrier specified location, that the certificate holder received copies of each Service Difficulty manual.Report submitted for it by the repair station in accordance with the certificate holder's. <i>Sources:</i> 121.704(f); 121.135(b)(16)</p> <p>12. Check at the outsource provider, that no person is withholding Service Difficulty Reports even though all information required is not available in accordance with the certificate holder's manual. <i>Sources:</i> 121.704(g); 121.135(b)(16)</p> <p>13. Check at the training center, that training records of personnel performing inspections, maintenance, preventive maintenance, or alterations for the certificate holder, verify they have been trained and qualified in accordance with the certificate holder's procedures and standards. <i>Sources:</i> 121.367(b); 121.135(b)(16); 121.135(b)(19); 121.369(b)</p> <p>14. Check the aircraft release record, that each aircraft released to service by the outsource provider is airworthy following completion of inspections, maintenance, preventive maintenance, or alterations in accordance with the certificate holder's manual. <i>Sources:</i> 121.367(c); 121.135(b)(16); 121.135(b)(19); 121.369(b)</p>	
5	Were the process measurements for the Outsource Organization process effective in identifying problems or potential problems and providing corrective action for them?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6	Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions, and/or information that are related to this element?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

EPI SECTION 1 – PERFORMANCE OBSERVABLES –Drop Down Menu	
1. Personnel.	
2. Tools and Equipment.	
3. Technical Data.	
4. Procedures, policies or instructions or information.	
5. Materials.	
6. Facilities.	
7. Controls.	
8. Process Measures.	
9. Interfaces.	
10. Desired Outcome.	
11. Other.	

EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES

Objective: To determine if the person identified by the certificate holder as having responsibility and/or authority for the Outsource Organization process is qualified, knowledgeable, and recognizes that responsibility and/or authority. (The person with the authority may or may not be the person with the responsibility.)

Tasks

To meet this objective, the inspector must accomplish the following tasks:

1 Identify the person that has overall responsibility for the Outsource Organization process.

2 Identify the person that has overall authority for the Outsource Organization process.

NOTE: If no personnel or major program changes (as defined by the principal inspector (PI)) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3 – 6, below. Answer questions 2.1 and 2.2, below, and provide the name/title.

3 Review the duties and responsibilities for those who manage the Outsource Organization process documented in the certificate holder's manual.

4 Review the appropriate organizational chart.

5 Discuss the Outsource Organization process with the management personnel identified in tasks 1 and 2.

6 Evaluate the qualifications and work experience of the management personnel identified in tasks 1 and 2.

Questions

To meet this objective, the inspector must answer the following questions:

2. Are the following aspects of the Management Responsibility and Authority Attributes addressed in the Outsource Organization process:

2.1 Is there a clearly identified person who is responsible for the quality of the Outsource Organization process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
2.2 Is there a clearly identified person who has authority to establish and modify the certificate holder's policies, procedures, or instructions and information for the Outsource Organization process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
2.3 Does the responsible person acknowledge that he/she has responsibility for the Outsource Organization process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.4 Does the person with authority acknowledge that he/she has authority for the Outsource Organization process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.5 Does the person with responsibility for the Outsource Organization process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.6 Does the person with authority to establish and modify the Outsource Organization process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<input type="checkbox"/> Not Applicable
2.7 Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Outsource Organization process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.8 Does the person with authority understand the controls, process measurements, and interfaces associated with the Outsource Organization process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.9 Does the responsible person know who has authority to establish and modify the Outsource Organization process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.10 Does the person with authority know who has the responsibility for the Outsource Organization process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES –Drop Down Menu	
1. Assignment of responsibility.	
2. Assignment of authority.	
3. Does not understand procedures, policies or instructions and information.	
4. Does not understand controls.	
5. Does not understand process measurements.	
6. Does not understand interfaces.	
7. Span of control.	
8. Position vacant.	
9. Other.	